



Media release

Energy & Water Ombudsman NSW

4 OCTOBER 2017

EMBARGOED TO 12AM THURSDAY 5 OCTOBER 2017

New initiative to help energy and water customers

In a new initiative the Energy & Water Ombudsman NSW (EWON) will partner with a range of energy and water providers and other services to hold an Energy & Water Assistance Day in Mt Druitt on Thursday 5 October.

The Energy & Water Ombudsman NSW, Janine Young, welcomes the energy and water retailers' willingness to get together to help people who are experiencing problems with electricity, gas and water affordability.

"I'd like to thank energy and water retailers for taking this opportunity to work with EWON to provide, face-to-face support for customers," Ms Young said.

The Ombudsman encourages people in Western Sydney who are having difficulties with their energy and water accounts and related issues to take advantage of this opportunity to meet their retailer and EWON staff to receive one-on-one support.

"EWON runs an extensive community engagement program and we find that meeting with customers face-to-face makes a big difference to everyone involved and often leads to problems being resolved much quicker than they would otherwise be," Ms Young explained.

EWON will be joined by AGL, EnergyAustralia, Lumo Energy, Origin Energy, Red Energy, Simply Energy, Sydney Water, Legal Aid, Revenue NSW, and Energy Account Payment Assistance (EAPA) providers the Salvation Army and SydWest Multicultural Services.

"The Assistance Day will act as a one stop shop, providing practical support for people experiencing issues with electricity, gas or water. Staff from energy and water retailers and EWON will listen to customers' concerns, review their bills, and try and resolve issues - then and there if possible. We can also refer people to government agencies and community organisations for support with other issues such as legal or financial problems," the Energy & Water Ombudsman NSW, Janine Young, said.

Customers can also get help setting up payment plan, having rebates applied to their account if eligible, accessing emergency payment assistance vouchers and dealing with outstanding fines and legal issues. As a result, a large bill may become manageable.

Customers should bring along current and past energy and water bills, any letters from their retailer, their Centrelink Health Card if they have one and any concession cards.



Energy & Water
Ombudsman NSW
Free, fair and independent

Where: The Mt Druitt Hub Community Centre, Level 1/9 Ayres Grove, Mt Druitt

When: Thursday 5 October 2017

Time: 10am to 3pm

For more information visit www.ewon.com.au/events

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